



BE AN INFORMED TENANT

Heating Your Rental Unit

For rental units in the City of Holland, landlords must provide a heating system capable of providing “sufficient heat” to all habitable rooms. “Sufficient Heat” means a room temperature of no less than 65 degrees F as measured at a point three feet above the floor and three feet from an existing wall, from September 15-May 15.

If exterior temperatures fall below 0 degrees F and the heating system is operating at full capacity, “Sufficient heat” is defined as a room temperature of not less than 60 degrees F.

Source: City Ordinance No. 1341, 7-17-2002. Section 14-4.17, c.

What to do if the heat isn't working

- Call your landlord first to give them an opportunity to resolve the problem. Follow up your phone call with a letter to ensure that documentation exists. Keep copies of all communications and notes of discussions.
- If the landlord fails to make necessary repairs in a reasonable amount of time, notify Community & Neighborhood Services at 616-355-1330.
- See **Withholding Rent for Repairs** for further options.

What to do if you need help paying your heating bill

- Community Access Line of the Lakeshore (C.A.L.L.) connects you with essential health and human services right in your community. Visit call-211.org or dial 211 or 877-211-5253 or 231-733-1155 to speak with a specialist.
- Contact your utility provider, explain your situation, and ask about options to help you pay.
 - Semco Energy: 800-624-2019, semcoenergygas.com
 - Consumers Energy: 800-477-5050, consumersenergy.com
 - Holland Board of Public Works: 616-355-1500, customerservice@hollandbpw.com

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